Contents

Introduction 2
Purpose 2
Glossary of Terms 2
How Starfish Communicates with your Online Calendar 3
Walkthrough Instructions for Calendar Owners 4
Your Profile 4
Office Hours and Group Session 8
Group Sessions 14
Adding Appointments 19
Documenting Appointment Outcomes 20
Other Calendaring Tools 23
Delegating a Calendar Manager 25
Integration with Microsoft® Exchange™ 28
FAQ 31
My Starfish Calendar 31
Starfish and My External Calendar (e.g., Outlook, Google, Entourage) 31
Integration with Microsoft Exchange 32
Display to Students 33

Introduction

Purpose

This document is designed to be a guide for end user calendar owners. It describes the features and functions of Starfish CONNECT™ as they relate to online appointment scheduling and integration with Microsoft® Exchange™ (when applicable).

Glossary of Terms

- ***Appointment***: A documented meeting between a student and a calendar owner (i.e., advisor, instructor). Students may only schedule appointments in the future at times the calendar owner designates as available. Calendar owners and calendar managers, however, can schedule future appointments, as well as document appointments that occurred in the past.
- ***Appointment Type***: Grouping of appointment reasons and activities (i.e., SpeedNotes) that a common set of roles can add and/or view.
- ***Calendar attachment (iCal)***: Attachment to a calendar invitation that allows a user to accept or decline from his/her email client (e.g., Outlook, Google). iCal is the industry standard to communicate meetings to online calendaring software.
- ***Calendar Manager:*** A Starfish user who can see and edit another user's Starfish calendar. A calendar owner can designate his/her own calendar managers by navigating to Profile > Appointment Preferences. Or, a Starfish Admin can batch upload these relationships.
- ***Group Session***: Similar to Office Hours, but more than one student can sign up for this particular block of time. The Calendar Owner decides how many students can sign up for each Group Session.
- ***Office Hours:*** Calendar owners can add blocks of time called "Office Hours" to their calendars to indicate when they are available to meet with students. Appointments can be added outside the blocks by calendar owners or calendar managers, but students can only self-schedule within the block. Office Hours allow students to sign up for individual one-on-one slots within the time parameters entered by the calendar owner.
- ***Outcomes:*** Results of a meeting documented in free form text on the Outcomes tab of an Appointment in Starfish.
- ***SpeedNotes***: Activity codes that provide an easy way for staff to document common outcomes of an appointment. Specific SpeedNotes are set up by the institution per Appointment Type.

Proprietary and Confidential | Copyright © 2013 Starfish Retention Solutions, Inc.

How Starfish Communicates with your Online Calendar

Starfish supports ***Two-Way Calendar Communication*** via email with most online calendars (e.g., Microsoft Outlook, Google, Entourage). As illustrated below in figure 1, when an appointment is scheduled or updated in Starfish, a calendar invitation (with iCal attachment) is sent to both parties (the student and the calendar owner) and users can accept or decline in their email client. This two-way communication is automatically available and requires no additional integration or installation.

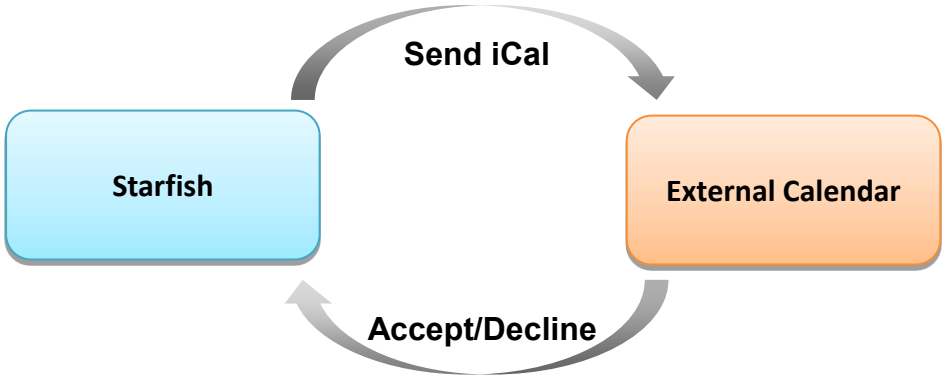
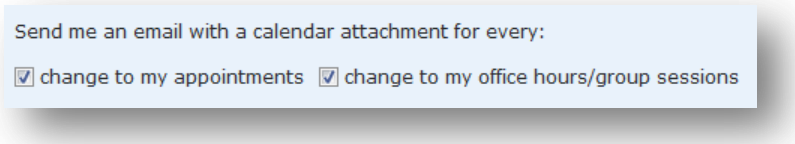


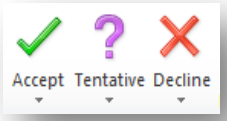
Figure 1

***When the Starfish Calendar is updated*:** Starfish triggers an updated calendar invitation (iCal) when the following updates are made in Starfish:

- New or updated block of time available for student meetings
- Student appointment scheduled
- Student appointment changed
- Student appointment canceled

Staff users can select in their Starfish profile which of these updates are sent to their external calendar. Starfish recommends electing to receive email notifications for all changes as illustrated below. This is the default setting, but can be changed on a user-by-user basis.


Send me an email with a calendar attachment for every:
change to my appointments
change to my office hours/group sessions

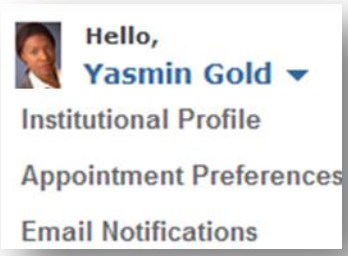


When an invitation is canceled or declined: When a user cancels or declines a Starfish invitation from their external calendar (e.g., Microsoft Outlook), the cancel/decline is sent to Starfish and reflected on the Starfish calendar.

Users must have online calendars that support calendar invitations and iCal attachments, such as Microsoft Outlook or Google Calendar for this feature to work. Note that you cannot modify Starfish appointments times from within your external calendar. Only Accept, Cancel or Decline are reflected in Starfish.

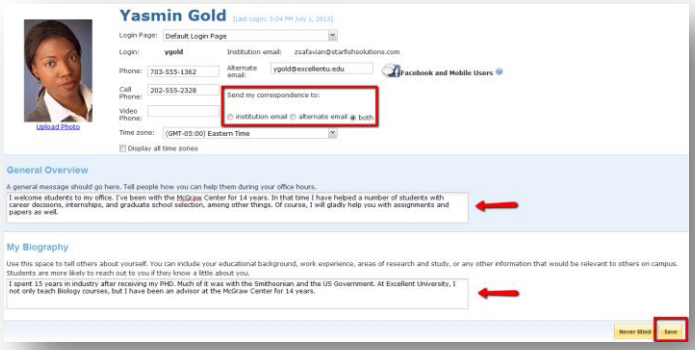
Walkthrough Instructions for Calendar Owners

Your Profile



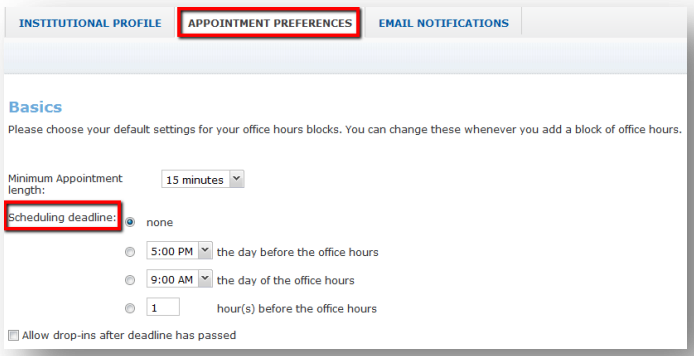
Before adding availability (i.e., office hours, group sessions) to your Starfish calendar, you must complete some basic Profile information.

1. Navigate to Starfish > Profile > Institutional Profile.



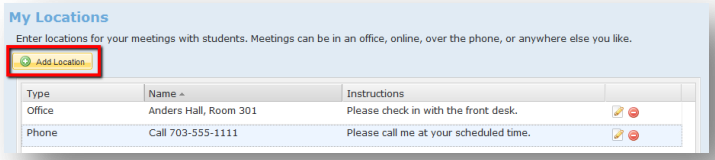
2. You have the options of uploading a profile photo, entering contact information, and writing a description about yourself. ***Students will see your profile information when they click to view your calendar.***
3. Be sure to specify where you would like correspondence sent: to your institutional email, or to a preferred email address (if your institution allows this).
4. Click Save at the bottom of the page.

Uploading a photo and completing your General Overview and My Biography narratives will help students put a face to a name and feel more comfortable reaching out for help.


INSTITUTIONAL PROFILE
APPOINTMENT PREFERENCES
EMAIL NOTIFICATIONS
Basics
Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.
Minimum Appointment length:
15 minutes
Scheduling deadline:
none
5:00 PM the day before the office hours
9:00 AM the day of the office hours
1 hour(s) before the office hours
Allow drop-ins after deadline has passed

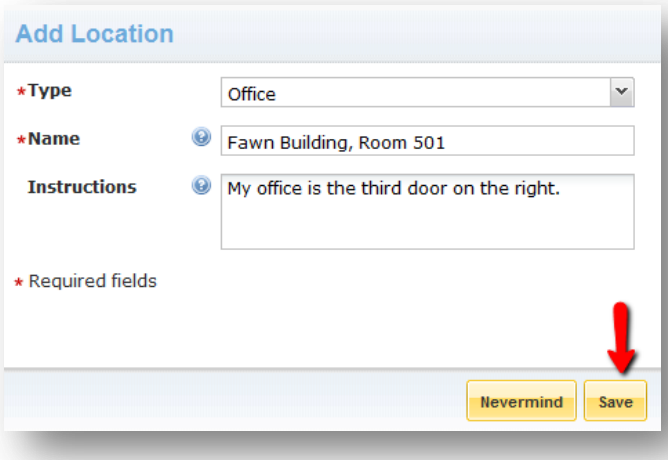
5. Navigate to the second tab in your Profile, called Appointment Preferences.
6. Under the section called Basics, declare your Minimum Appointment Length. Starfish recommends 15 minutes.
7. Next select your Scheduling Deadline. If this is set to 'None,' a student may schedule an appointment with you up to the moment of the meeting.

Check the box to "Allow drop-ins after deadline has passed" to place a note in your calendar letting students know that they cannot schedule, but can walk in to your office.

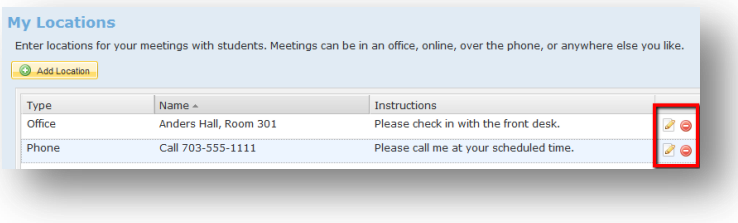

My Locations
Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.
Add Location
Type
Name
Instructions
Office
Anders Hall, Room 301
Please check in with the front desk.
Phone
Call 703-555-1111
Please call me at your scheduled time.

In the ***My Locations*** sections, enter all possible meeting locations, including physical offices, phone numbers, chat services, or anywhere else. When you build your calendar availability, you will select which or all of these locations apply.

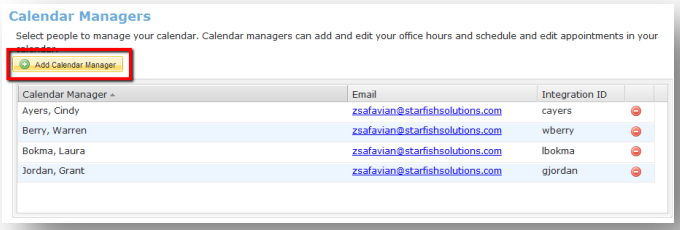
8. Click Add Location.



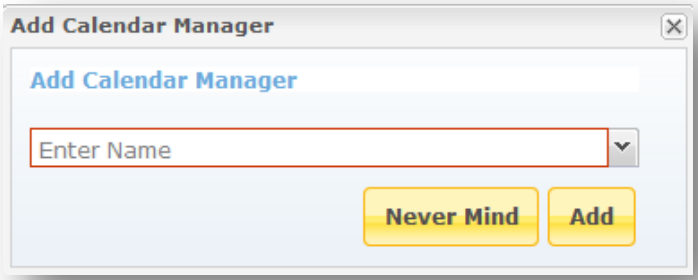
9. Select the type of location, the name, and enter any relevant instructions. Students will see this information when scheduling.
10. Click Save.
11. Repeat this process to add any additional possible meeting locations.


My Locations
Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.
Add Location
Type
Name
Instructions
Office
Anders Hall, Room 301
Please check in with the front desk.
Phone
Call 703-555-1111
Please call me at your scheduled time.

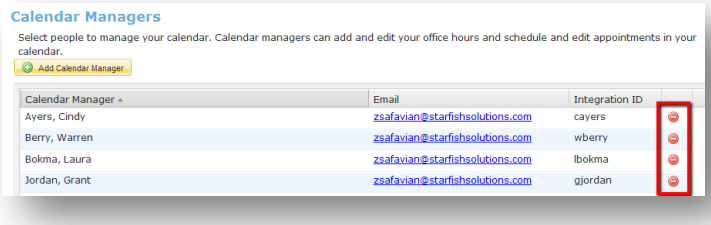
12. You may return to this page of your Profile at any time to add, edit, or remove meeting locations.
13. Use the edit (pencil and paper) or remove (red circle) icons on the right when needed.



14. In the Calendar Managers section, you can designate other users who can see and edit your Starfish calendar.
15. Click Add Calendar Manager.

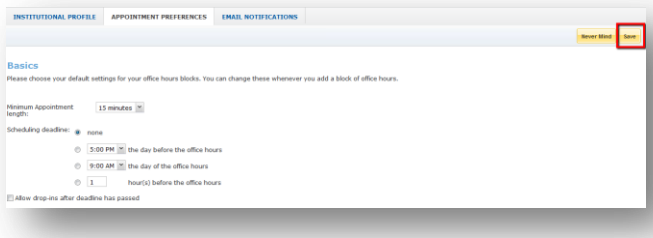


16. Begin typing a user's name. Search results will begin to populate.
17. Select a user from the search results and click Add.
18. Repeat this process to add more calendar managers.

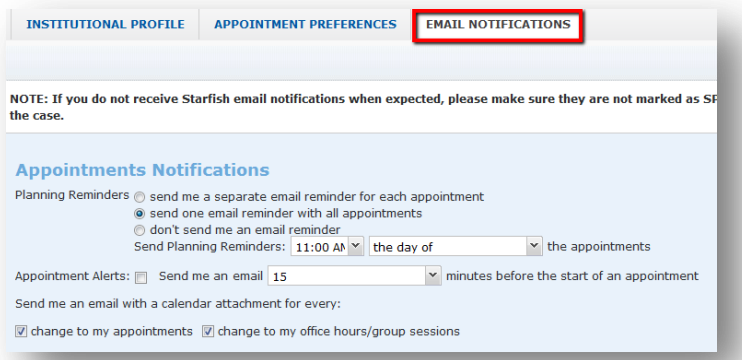


19. You may return to this page of your Profile at any time to add or remove calendar managers.
20. Use the remove icon (red circle) to remove a calendar manager.

Calendar Managers can also be assigned by Starfish Admins. If you are unable to remove a calendar manager from this area, contact your Starfish Admin.

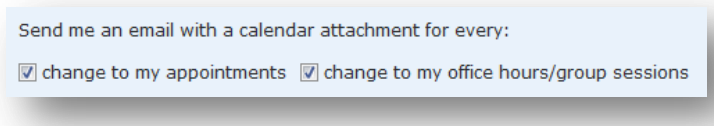

INSTITUTIONAL PROFILE
APPOINTMENT PREFERENCES
EMAIL NOTIFICATIONS
Never Mind
Save
Basics
Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.
Minimum Appointment length:
15 minutes
Scheduling deadline:
none
5:00 PM the day before the office hours
9:00 AM the day of the office hours
1 hour(s) before the office hours
Allow drop-ins after deadline has passed

21. Remember to click Save in the top or bottom right of the Appointment Preferences screen.

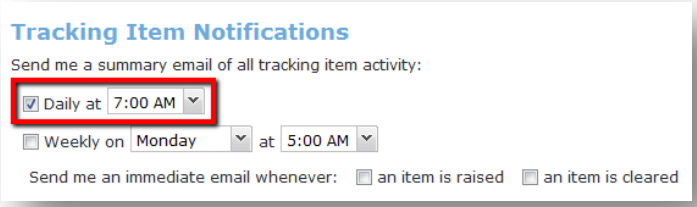

INSTITUTIONAL PROFILE
APPOINTMENT PREFERENCES
EMAIL NOTIFICATIONS
NOTE: If you do not receive Starfish email notifications when expected, please make sure they are not marked as SP
the case.
Appointments Notifications
Planning Reminders
send me a separate email reminder for each appointment
send one email reminder with all appointments
don't send me an email reminder
Send Planning Reminders: 11:00 AM the day of the appointments
Appointment Alerts: Send me an email 15 minutes before the start of an appointment
Send me an email with a calendar attachment for every:
change to my appointments
change to my office hours/group sessions

22. Navigate to the Email Notifications tab of your Profile.
23. In the ***Appointment Notifications*** box you may specify if and when to receive Planning Reminders, Appointment Alerts, and calendar attachments.

- ***Planning Reminders***: Optional email reminder(s) sent separately for each of the day's appointments, in one email, or not at all. Date and time of Planning Reminders are specified by you.
- ***Appointment Alerts***: Optional email reminder sent a certain number of minutes before the start of an appointment.
- ***Calendar Attachments (Recommended)***: Option to receive emails with calendar attachments for every change to an appointment and change to office hours/group sessions.


Send me an email with a calendar attachment for every:
change to my appointments
change to my office hours/group sessions

Opting to receive emails with calendar attachments for every change to an appointment and change to office hours/group sessions will guarantee that your online calendar (e.g., Outlook, Google, Entourage) is in sync with your Starfish calendar.

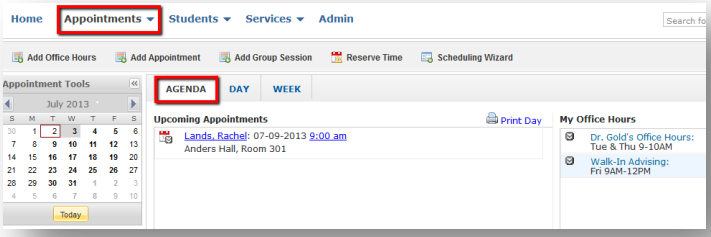

Tracking Item Notifications
Send me a summary email of all tracking item activity:
Daily at 7:00 AM
Weekly on Monday at 5:00 AM
Send me an immediate email whenever: an item is raised an item is cleared

24. In the ***Tracking Item Notifications*** box you may specify if and when to receive a Daily Summary of all tracking item activity, a Weekly Summary of all tracking item activity, and/or immediate emails any time an item is raised and/or cleared.

Starfish recommends selecting the ***Daily Summary*** option. Most users prefer to receive it in the morning.

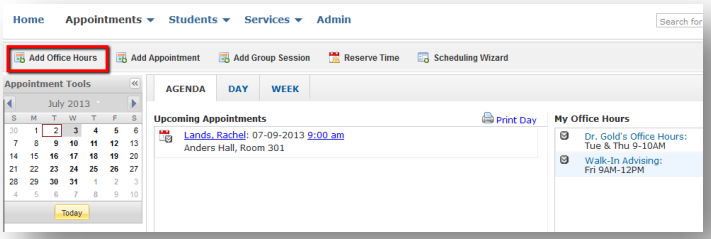
25. Remember to click Save in the top or bottom right of the Email Notifications page to submit any changes you have made.

Office Hours and Group Session

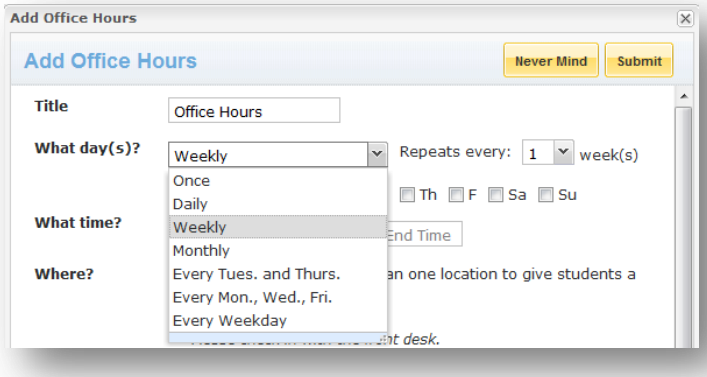


Select ***Appointments*** from the top frame navigation. You will be brought to the Agenda view, where you can view the day's appointments and available office hours and group sessions.

Use the mini calendar on the left to select a different day when needed.



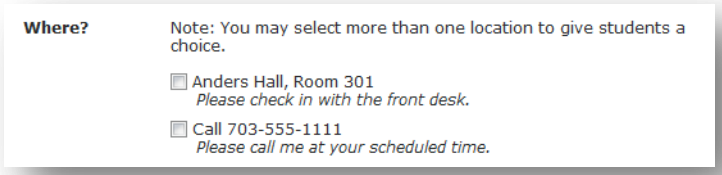
1. Click ***Add Office Hours*** to create availability on your calendar. Students may only schedule an appointment at times you indicate are available by adding office hours or group sessions.



Enter a Title (name) for this block of time. Students will see this name when they view your calendar.

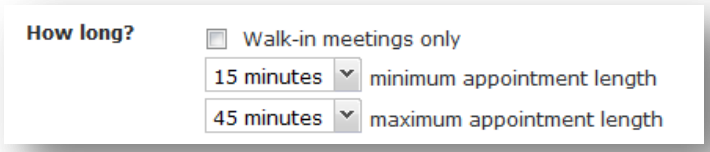
Select the day(s) and recurrence of this series. Options are:

- Once on a particular date
- Daily
- Weekly
- Monthly
- Every Tuesday and Thursday
- Every Monday, Wednesday, Friday
- Every Weekday

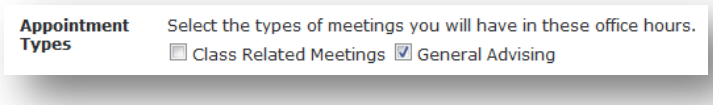

Where?
Note: You may select more than one location to give students a choice.
Anders Hall, Room 301
Please check in with the front desk.
Call 703-555-1111
Please call me at your scheduled time.

2. Select the one or more locations that apply to this block of time. If you choose more than one location, the student will be able to choose his/her preferred location for the meeting.

Go to Profile > Appointment Preferences to add additional location options.

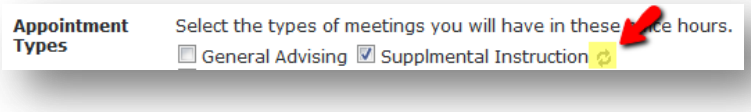


3. Select "Walk-in meetings only" if students should see this time on your calendar, but not be able to schedule an appointment.
4. If you check this option, you will be required to enter instructions below.
5. Select the minimum and maximum lengths of time for which you will allow students to schedule.
6. If the minimum and maximum lengths are identical, the student will not be given a choice of appointment duration.

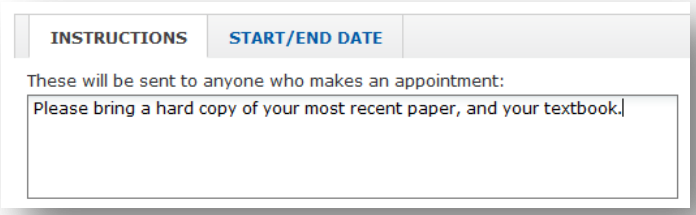

Appointment Types
Select the types of meetings you will have in these office hours.
Class Related Meetings
General Advising

7. If your role has permissions to add more than one Appointment Type, you will see checkboxes to determine which types apply to this block of time.
8. The Appointment Type selected will dictate the appointment reasons shown

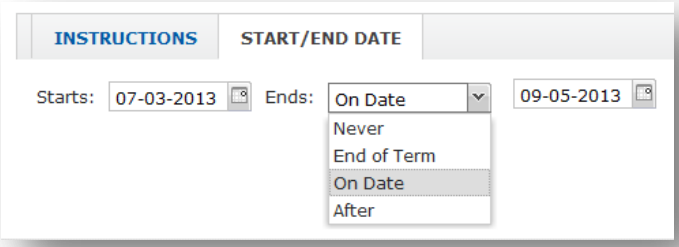
to students, which students may schedule during this time, which other roles can view this appointment and any related notes, as well as the SpeedNotes that will display.



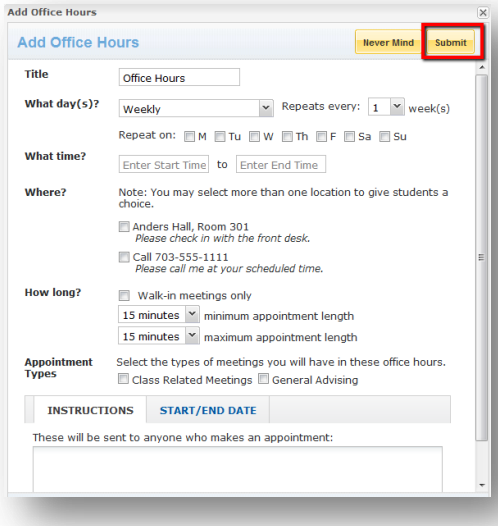
If you see an arrow circle icon next to an Appointment Type, it means appointments of this type will recur on the same date and time for the duration of the term.


INSTRUCTIONS
START/END DATE
These will be sent to anyone who makes an appointment:
Please bring a hard copy of your most recent paper, and your textbook.

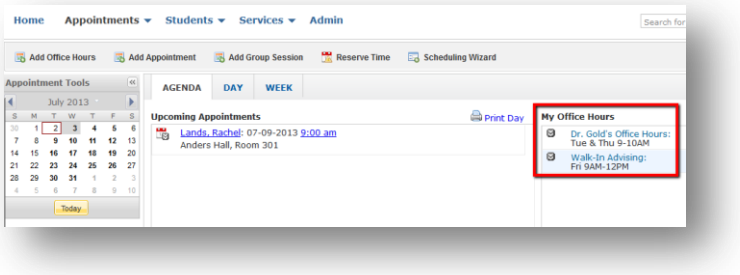
9. Enter any relevant instructions for students scheduling with you during this block of time.



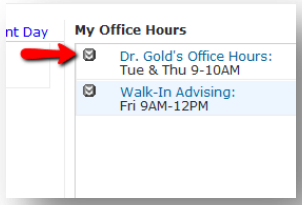
10. If this is a recurring series of Office Hours (e.g., Every Tuesday at 2:00 pm), you may select the Start and End Date(s) of the series.
11. For the End Date, you may choose:
    - Never
    - End of Term
    - On Date
    - After



12. Click ***Submit*** on the Add Office Hours pop-up.



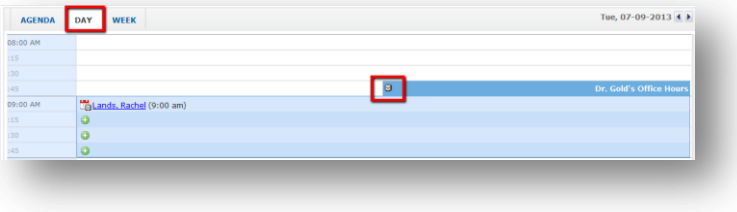
13. On your Agenda view, you will see your active Office Hours blocks listed on the right.



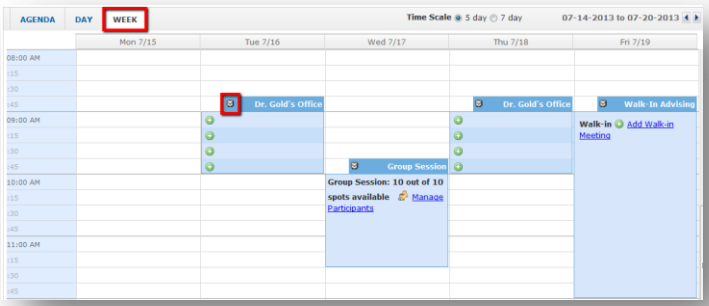
14. Click the gray and white double-down arrow to view the Office Hours Menu.

OFFICE HOURS MENU
Edit Office Hours
Cancel Series
Title: Dr. Gold's Office Hours
Time: 07-04-2013 from Tue & Thu 9-10AM
Location: Anders Hall, Room 301, Call 703-555-1111
Instructions: Sign up for a visit, whether for my class or for an advising session. We'll both benefit from the time together!

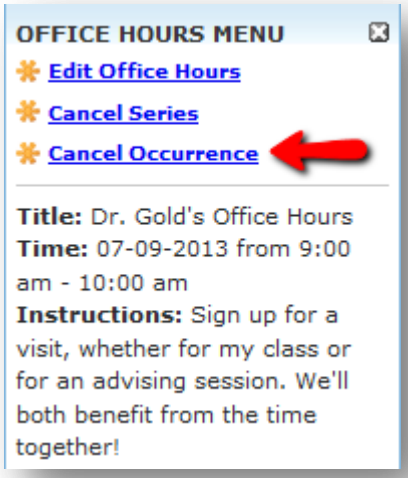
15. From this menu, you may choose to ***Edit Office Hours*** to modify the series, or ***Cancel Series*** to delete all occurrences of the series.



16. To edit one occurrence of a series, go to the ***Day View***. Use the mini calendar on the left to select a day. Find your office hours block displayed in the calendar and click the gray and white double-down arrow in the header of the block to view the menu.

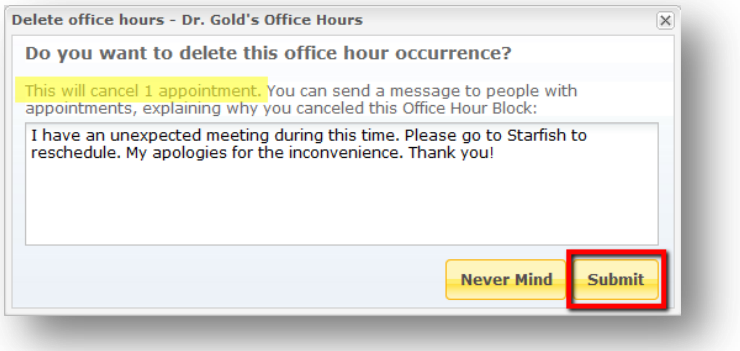


17. You may also click the gray and white double-down arrow from the ***Week View***.


OFFICE HOURS MENU
Edit Office Hours
Cancel Series
Cancel Occurrence
Title: Dr. Gold's Office Hours
Time: 07-09-2013 from 9:00 am - 10:00 am
Instructions: Sign up for a visit, whether for my class or for an advising session. We'll both benefit from the time together!

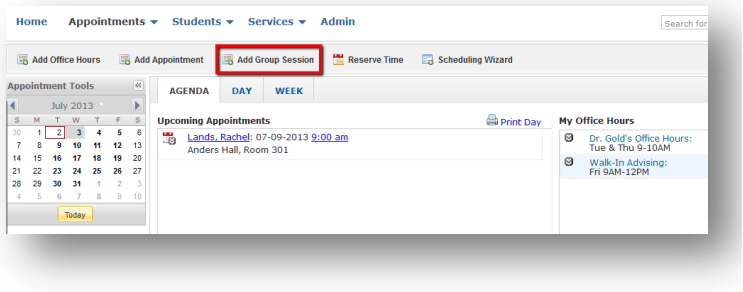
18. Clicking this icon will display the Office Hours Menu where you may choose to Edit Office Hours, Cancel Series, or ***Cancel Occurrence***.

Starfish recommends editing a series from the Agenda View, and editing an occurrence from either the Day or Week View.

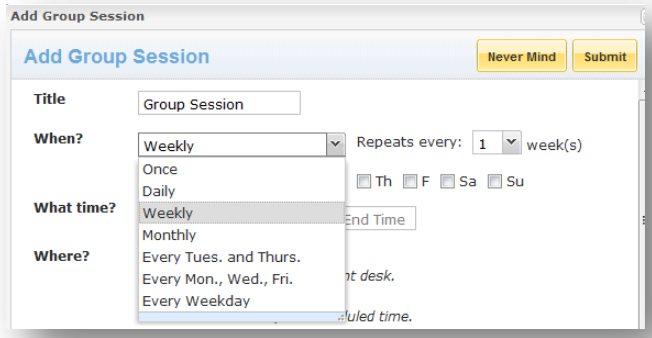

Delete office hours - Dr. Gold's Office Hours
Do you want to delete this office hour occurrence?
This will cancel 1 appointment. You can send a message to people with appointments, explaining why you canceled this Office Hour Block:
I have an unexpected meeting during this time. Please go to Starfish to reschedule. My apologies for the inconvenience. Thank you!
Never Mind
Submit

19. If you click to cancel an occurrence, you will see a notification confirming the cancellation and how many appointments within this block will be canceled.
20. Enter a message to the students with appointments during this time.
21. Then click ***Submit***.

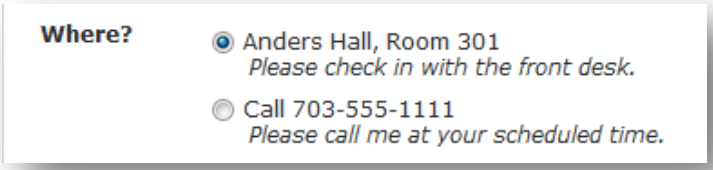
Group Sessions



1. Click ***Add Group Session***.

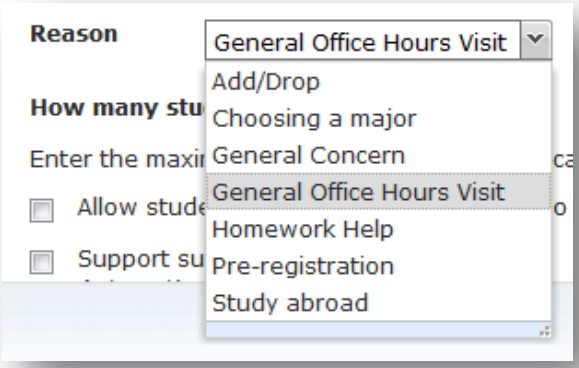


2. Enter a name for your Group Session. Students will see the name when they view your calendar.
3. Select the day(s) and recurrence of this series. Options are:
   - Once on a particular date
   - Daily
   - Weekly
   - Monthly
   - Every Tuesday and Thursday
   - Every Monday, Wednesday, Friday
   - Every Weekday



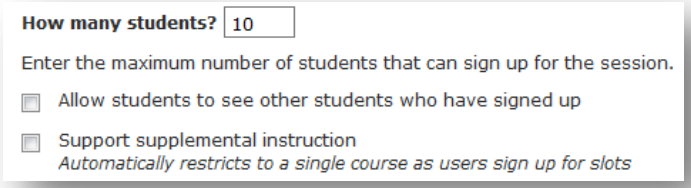
4. Select the one location that applies to this group session.

Go to Profile > Appointment Preferences to add additional location options.



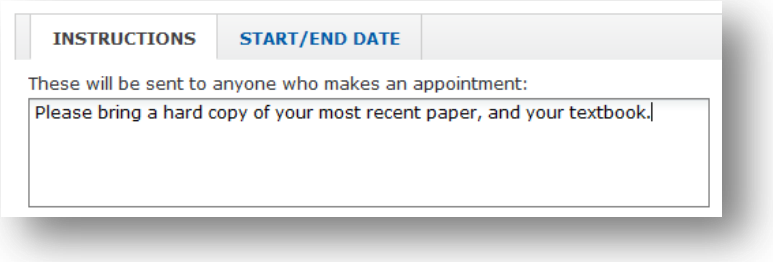
5. Select the Reason associated with this Group Session. The reasons you see listed are those associated with the Appointment Types your role has permissions to add.

Don't see the Reason you need listed? Contact your Starfish Admin.

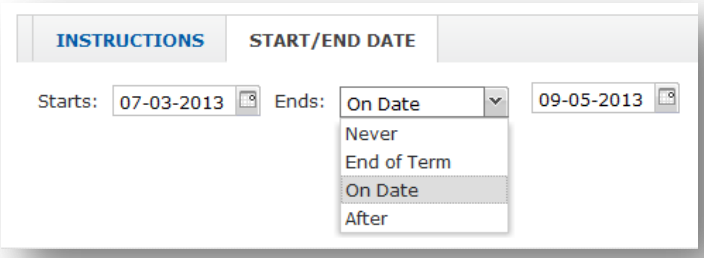

How many students? 10
Enter the maximum number of students that can sign up for the session.
Allow students to see other students who have signed up
Support supplemental instruction
Automatically restricts to a single course as users sign up for slots

6. Enter how many students you will allow to sign up for this session. Starfish recommends entering a number between two and 500.
7. Check the box to allow students to see the other students who also sign up for this session (Optional)
8. Check the box to "Support Supplemental Instruction" if you want this session to be limited to the course section of the first student who signs up (Optional)

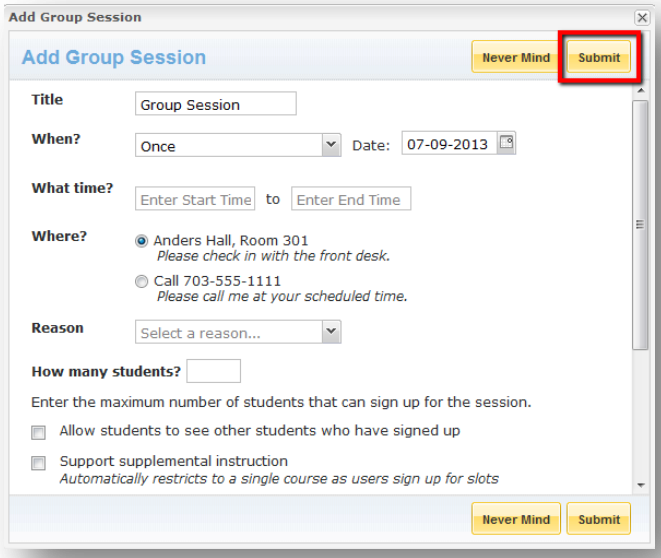
The "Support supplemental instruction" feature is most often used in conjunction with Tutoring Service Calendars. Contact your Starfish Admin to learn more about this.


INSTRUCTIONS
START/END DATE
These will be sent to anyone who makes an appointment:
Please bring a hard copy of your most recent paper, and your textbook.

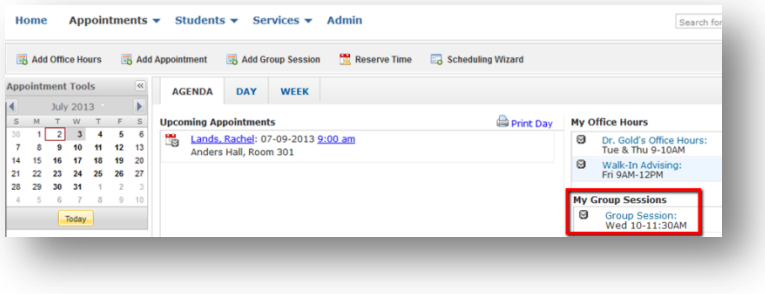
9. Enter any relevant ***Instructions*** for students.



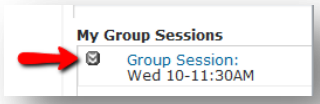
10. If this is a recurring series of Office Hours (e.g., Every Tuesday at 2:00 pm), you may select the ***Start and End Dates*** of the series.
11. For the End Date, you may choose:
    - Never
    - End of Term
    - On Date
    - After



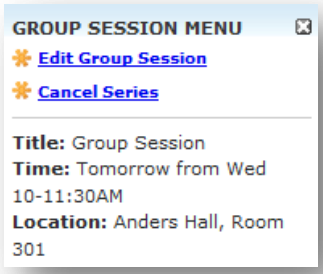
12. Click ***Submit*** on the Add Group Session pop-up window.



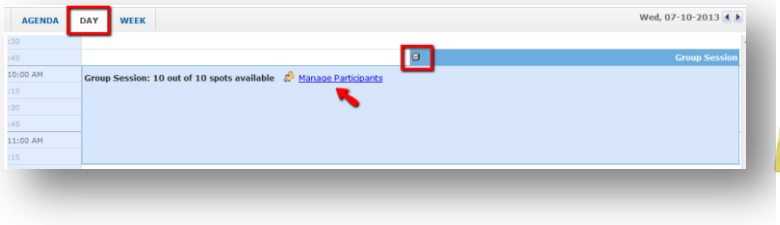
13. On your Agenda view, you will see your active Group Session blocks listed on the right.



14. Click the gray and white double-down arrow to view the Group Session Menu.

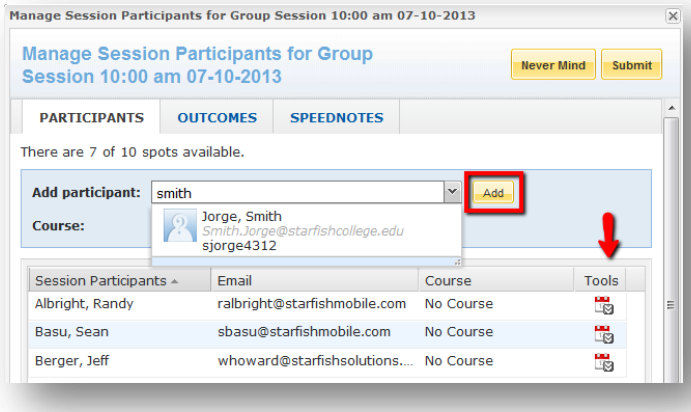


15. From this menu, you may choose to Edit Group Session to modify the series, or Cancel Series to delete all occurrences of the series.

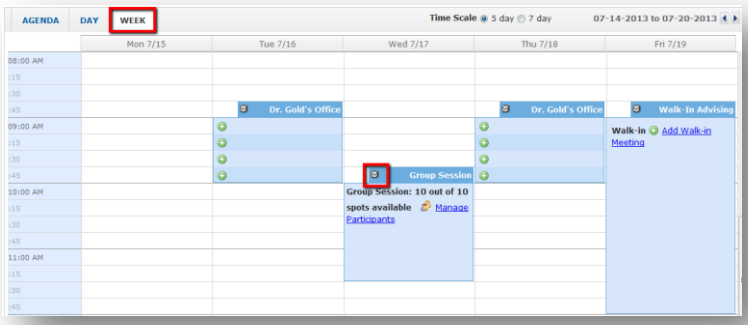


16. To edit one occurrence of a series or manage the participations of the session, go to the Day or Week View.

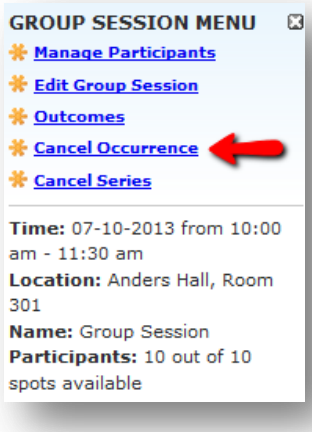
Use the mini calendar on the left to select a day. Then, find your Group Session displayed in the calendar.



17. Click ***Manage Participants*** to add or remove students to your group session.
18. Search for a student by typing his/her name into the "Add participant" field.
19. Select the student from the drop-down menu.
20. Then click Add.
21. Repeat this process for all participants you wish to add.
22. To remove a student from the session, click the icon to the right of the participant's name.
23. When you are finished, click Submit.

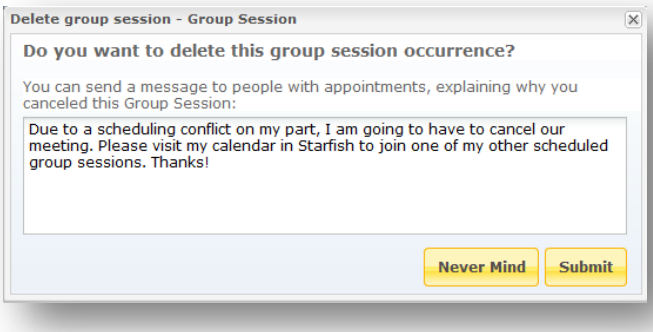


24. From either the Day or Week View, click the gray and white double-down arrow in the header of the Group Session block to view the menu.



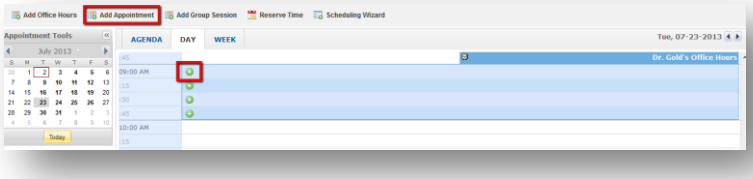
25. Clicking this icon will display the Group Session Menu where you may choose from a number of options, including Cancel Occurrence.

Starfish recommends editing a series from the Agenda View, and editing an occurrence from either the Day or Week View.


Delete group session - Group Session
Do you want to delete this group session occurrence?
You can send a message to people with appointments, explaining why you canceled this Group Session:
Due to a scheduling conflict on my part, I am going to have to cancel our meeting. Please visit my calendar in Starfish to join one of my other scheduled group sessions. Thanks!
Never Mind
Submit

26. If you click to cancel an occurrence, you will see a notification confirming the cancellation.
27. Enter a message to the students who were registered for this group session.
28. Then click Submit.

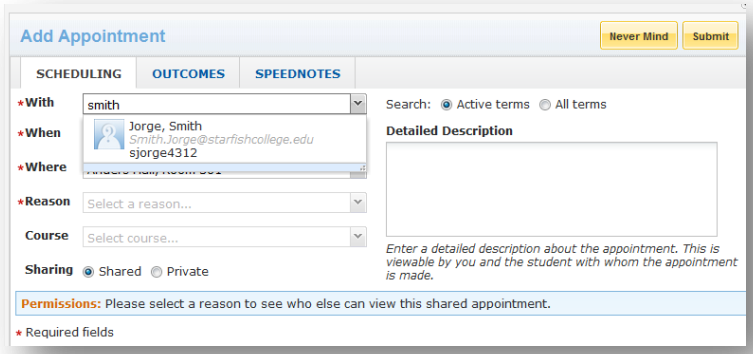
Adding Appointments



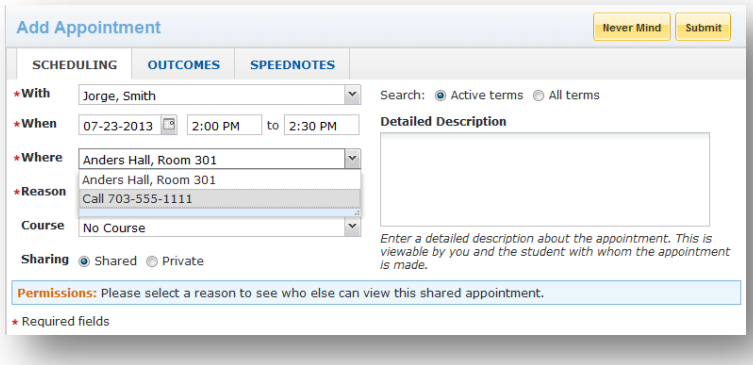
Students may only schedule to meet with you during times you have designated as available, either by adding Office Hours or Group Sessions.

As a calendar owner or calendar manager, however, you can add appointments anywhere on your calendar.

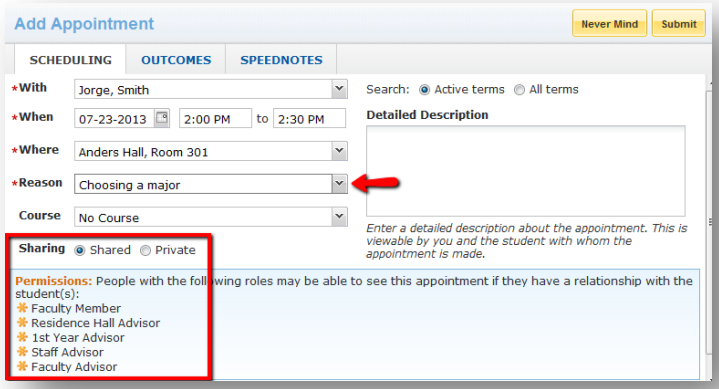
1. To add an appointment, you may either click ***Add Appointment***. Or, go to the Day or Week View and click the green plus icon in your calendar for the time slot you prefer.



2. In the Add Appointment pop-up window, begin typing a student's name in the "With" field.
3. Select the student from the search results in the drop-down menu.



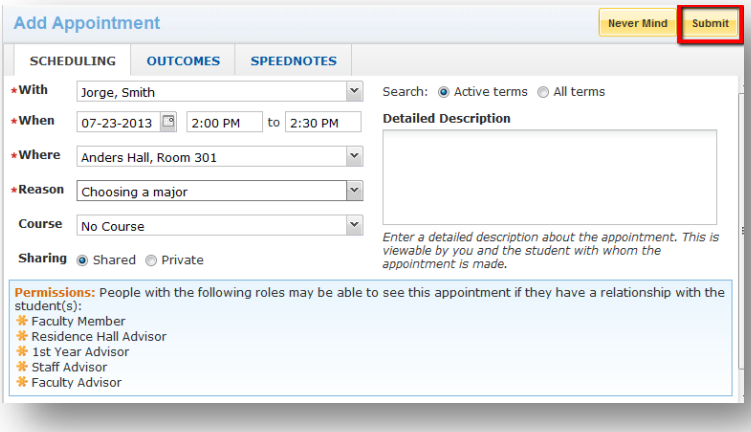
4. Select the time (if needed) and location of the meeting.



5. Select a Reason from the drop-down menu.

Each Reason is linked to an Appointment Type. The associated Appointment Type will dictate the sharing permissions listed below, as well as the SpeedNotes associated with this appointment

6. Select a Course to associate with this appointment (Optional)
7. Enter a Detailed Description of the meeting context (Optional)

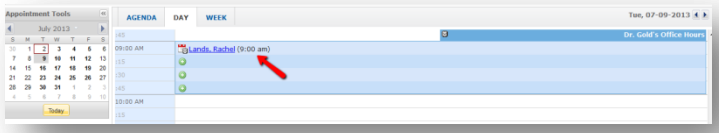


8. Click Submit to schedule the meeting.
9. Both the student and the calendar owner will receive an email confirmation with an iCal attachment.

Starfish will only send confirmation emails for appointments in the future.

Calendar owners and calendar managers may document historic appointments and outcomes, but these items will not generate email notifications.

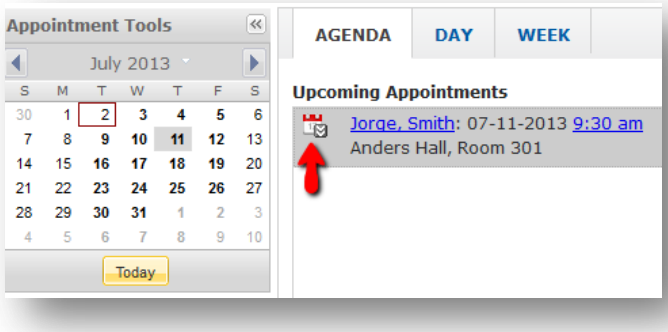
Didn't get a confirmation email? Check your settings in Profile > Email Notifications.



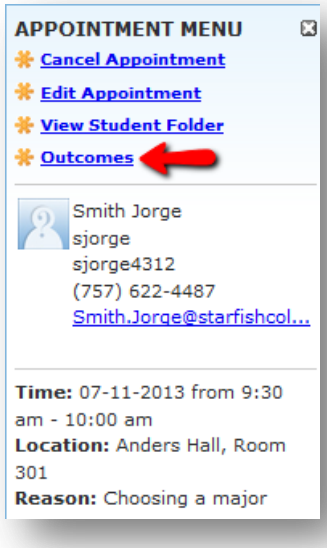
You will see the appointment in your calendar.

Click the double-down arrow to the left of the student's name to cancel the appointment, edit the appointment, view the student's folder, or document outcomes.

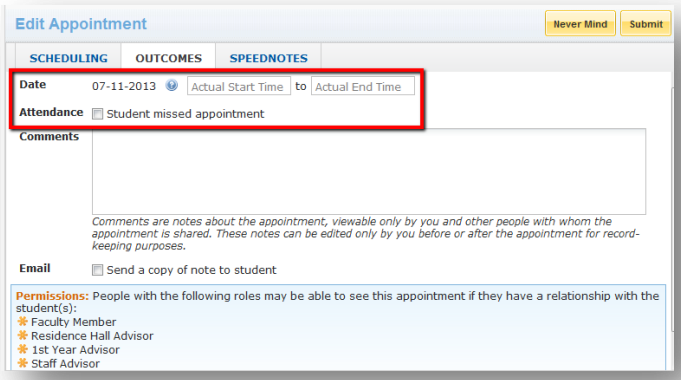
Documenting Appointment Outcomes


Appointment Tools
July 2013
S M T W T F S
30 1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31 1 2 3
4 5 6 7 8 9 10
Today
AGENDA
DAY
WEEK
Upcoming Appointments
Jorge, Smith: 07-11-2013 9:30 am
Anders Hall, Room 301

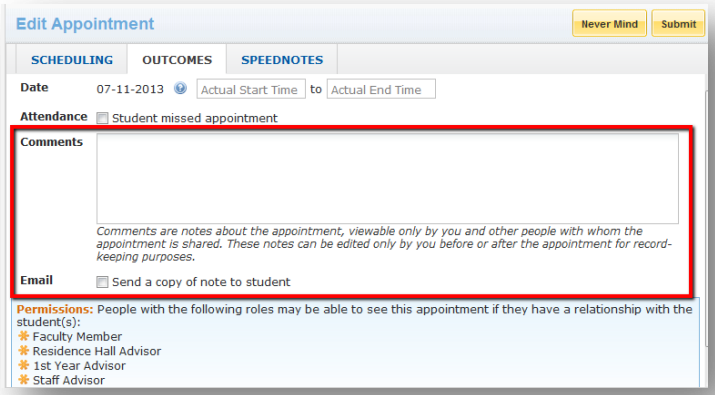
1. From anywhere in the Starfish user interface, click the double-down arrow to the left of an appointment to view the Appointment Menu.



2. Select Outcomes to document your notes on this meeting.

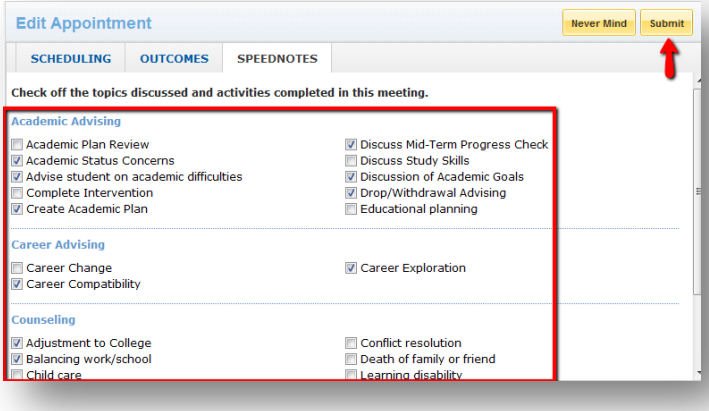

Edit Appointment
Never Mind
Submit
SCHEDULING
OUTCOMES
SPEEDNOTES
Date
07-11-2013
Actual Start Time
to
Actual End Time
Attendance
Student missed appointment
Comments
Comments are notes about the appointment, viewable only by you and other people with whom the appointment is shared. These notes can be edited only by you before or after the appointment for record-keeping purposes.
Email
Send a copy of note to student
Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):
Faculty Member
Residence Hall Advisor
1st Year Advisor
Staff Advisor

3. Enter the ***Actual Start Date*** and ***Actual End Date*** of the appointment (Optional)
4. If the student did not show up to the appointment, check the box for "Student missed appointment." Based on your institution's settings, this might generate an email to the student.


Edit Appointment
Never Mind
Submit
SCHEDULING
OUTCOMES
SPEEDNOTES
Date
07-11-2013
Actual Start Time
to
Actual End Time
Attendance
Student missed appointment
Comments
Comments are notes about the appointment, viewable only by you and other people with whom the appointment is shared. These notes can be edited only by you before or after the appointment for record-keeping purposes.
Email
Send a copy of note to student
Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):
Faculty Member
Residence Hall Advisor
1st Year Advisor
Staff Advisor

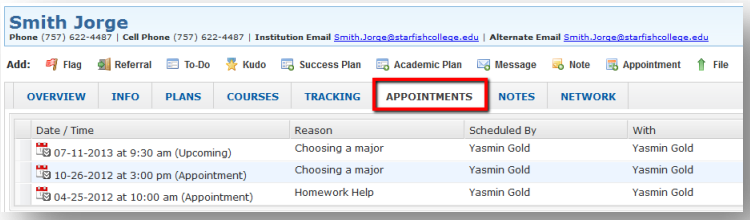
5. Enter your free-text comments on the meeting (Optional)
6. Check the box to "Send a copy of the note to the student" when appropriate (Optional)

The list of roles who will also be able to view this appointment, plus any associated comments and SpeedNotes, is listed in the blue box below.



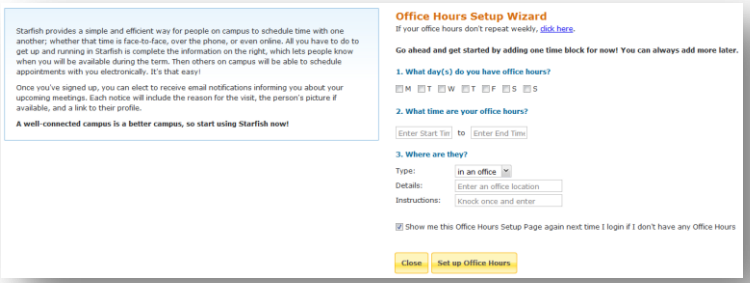
7. Select the ***SpeedNotes*** tab of the Edit Appointment pop-up window.
8. Check the boxes of any relevant SpeedNotes for this appointment.
9. Click ***Submit***.

No SpeedNotes tab? Check with your Starfish Admin.

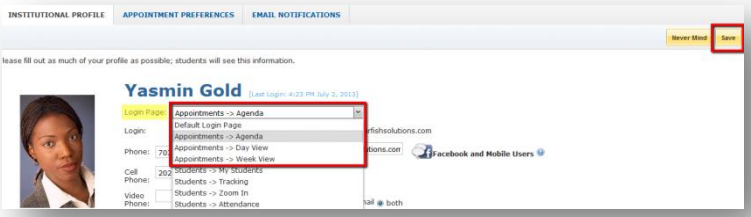

Smith Jorge
Phone (757) 622-4487 | Cell Phone (757) 622-4487 | Institution Email Smith.Jorge@starfishcollege.edu | Alternate Email Smith.Jorge@starfishcollege.edu
Add: Flag Referral To-Do Kudo Success Plan Academic Plan Message Note Appointment File
OVERVIEW INFO PLANS COURSES TRACKING APPOINTMENTS NOTES NETWORK
Date / Time Reason Scheduled By With
07-11-2013 at 9:30 am (Upcoming) Choosing a major Yasmin Gold Yasmin Gold
10-26-2012 at 3:00 pm (Appointment) Choosing a major Yasmin Gold Yasmin Gold
04-25-2012 at 10:00 am (Appointment) Homework Help Yasmin Gold Yasmin Gold

You may review your appointment and its associated Outcomes and SpeedNotes by visiting the student's folder and navigating to the ***Appointments*** tab.

Other Calendaring Tools

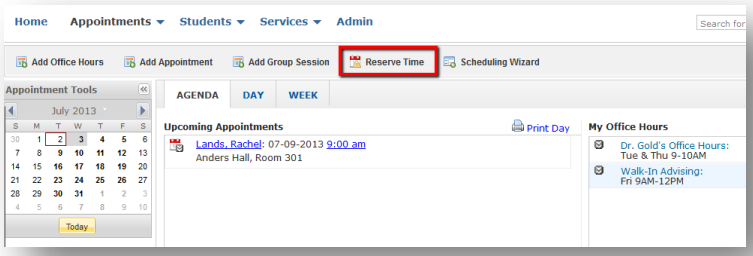


The very first time you log in to Starfish you will see the ***Office Hours Setup Wizard***. Use this tool to quickly add your first Office Hours block to your Starfish Calendar. Or, click Close to dismiss this wizard.



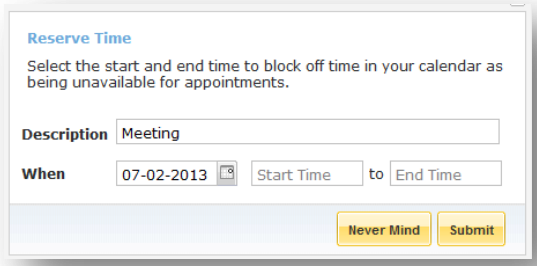
Only using Starfish for appointment scheduling? Consider changing your ***Login Page*** to the Agenda, Week View, or Day View of your Starfish calendar.

Go to Starfish > Profile > Institutional Profile. Select an option from the Login Page drop-down menu. Then click Save.



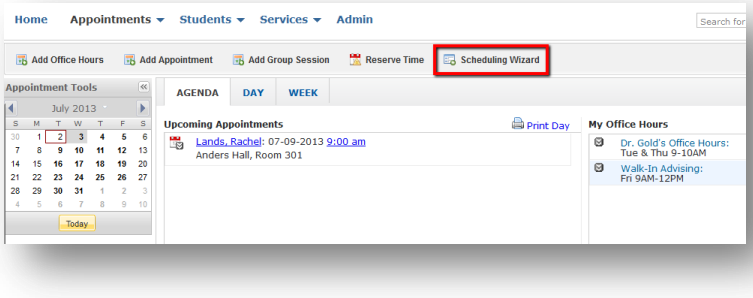
Occassionally, you may need to put a hold on your calendar, but don't necessarily want to delete your entire Office Hours block. Use ***Reserve Time*** for this purpose.

Go to Appointments and then click Reserve Time.



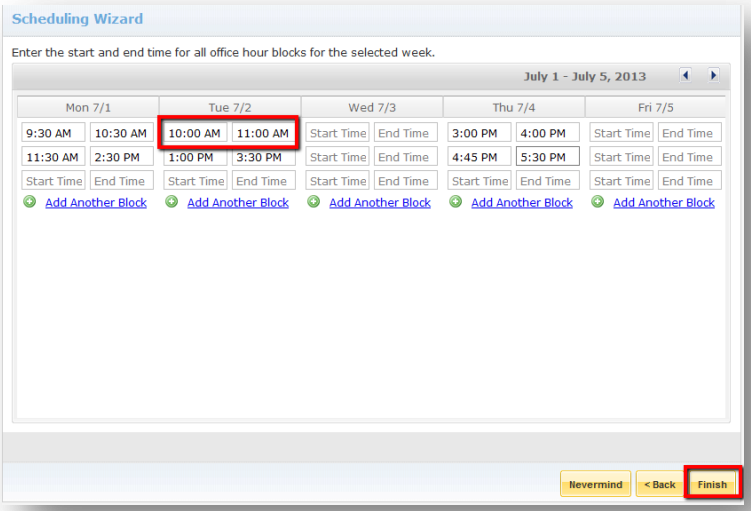
Complete the Reserve Time pop-up window by adding a Description, Date and Time Range.

Then click Submit. Students will see this time as unavailable on your calendar.



If your Office Hours typically do not recur on a predictable schedule, consider using the ***Scheduling Wizard*** to enter individual Office Hours blocks for an entire week at once.

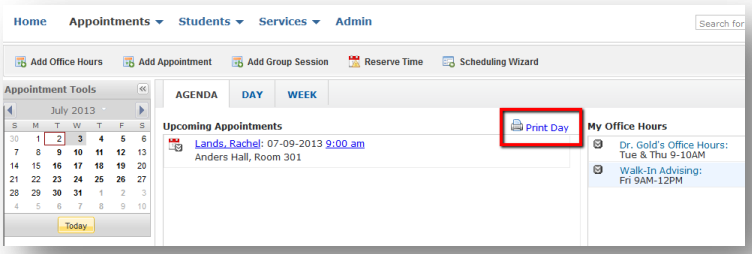
Go to Appointments and then click Scheduling Wizard.



Complete the required fields in the Scheduling Wizard, then enter the week's time blocks. You can enter multiple blocks for each day of the week.

Then click Finish.

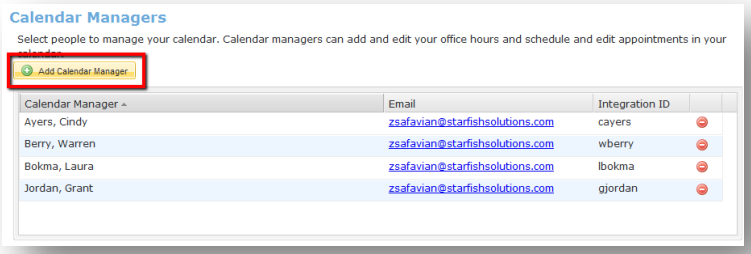
Advisors often find the Scheduling Wizard helpful during advising "rush" periods at the beginning and end of the term.



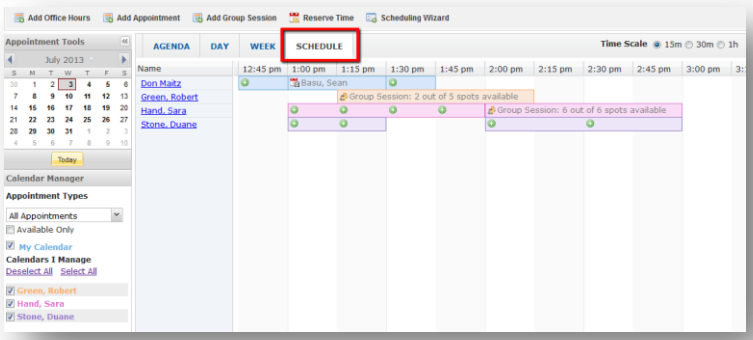
Calendar owners may Print their agenda for the day. Simply go to the Agenda view and click ***Print Day***.

A new tab or window will open in your Internet browser and the day's schedule of appointments will be shown in an easily printable format.

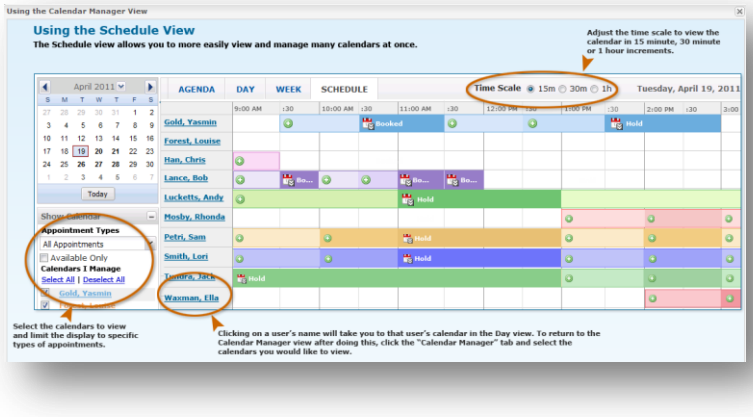
Delegating a Calendar Manager



Calendar owners may delegate Calendar Managers in Profile > Appointment Preferences.

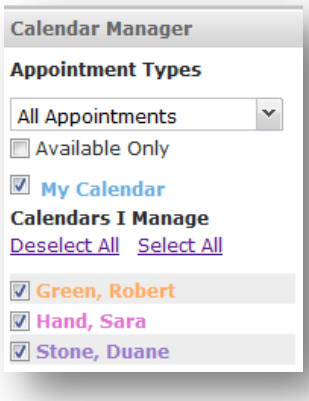


1. As a Calendar Manager you will have access to the ***Schedule View*** where you can view your calendar, as well as all calendars you manage.


Using the Calendar Manager View
Using the Schedule View
The Schedule view allows you to more easily view and manage many calendars at once.
Adjust the time scale to view the calendar in 15 minute, 30 minute or 1 hour increments.
Select the calendars to view and limit the display to specific types of appointments.
Clicking on a user's name will take you to that user's calendar in the Day view. To return to the Calendar Manager view after doing this, click the "Calendar Manager" tab and select the calendars you would like to view.

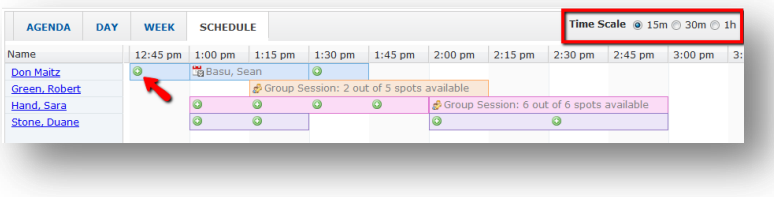
2. The first time a Calendar Manager navigates to the Schedule View, a pop-up window will explain how it works.

3. Read this carefully, then click the "X" in the upper right to close this pop-up.



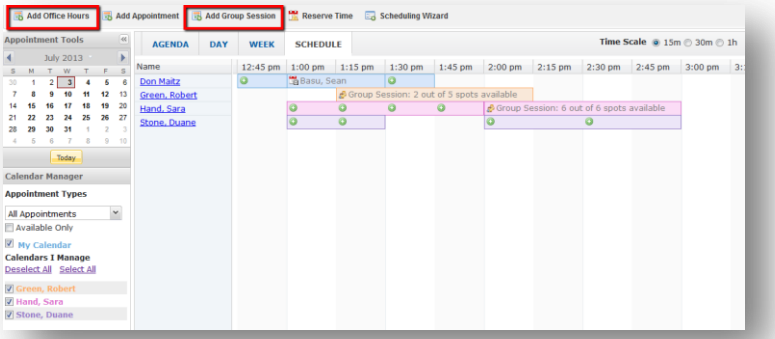
4. On the far left panel, you will see a list of the calendars you manage.

5. Each person is given a different color and you have options to choose which calendars to view by checking off the boxes, or selecting an Appointment Type from the drop-down menu.

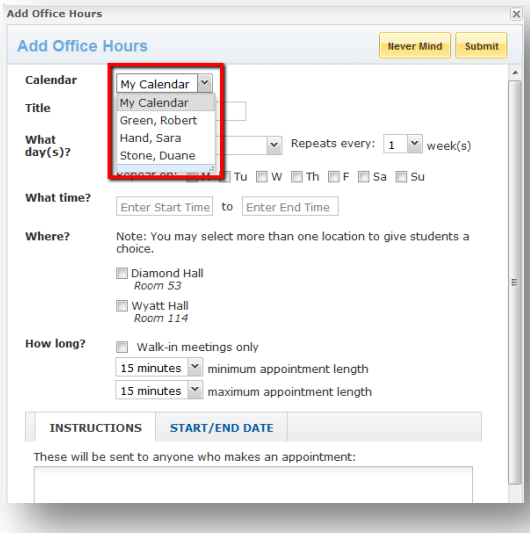

AGENDA
DAY
WEEK
SCHEDULE
Time Scale 15m 30m 1h
Name
12:45 pm 1:00 pm 1:15 pm 1:30 pm 1:45 pm 2:00 pm 2:15 pm 2:30 pm 2:45 pm 3:00 pm
Don Maitz
Green, Robert
Hand, Sara
Stone, Duane
Basu, Sean
Group Session: 2 out of 5 spots available
Group Session: 6 out of 6 spots available

6. In the calendar itself, you will see each person's calendar in a different color. You can change the time scale by changing the radio button selection above the calendar.

7. To add an appointment to someone's calendar, click the green plus icon, just as you would from your own Day or Week view of the calendar.



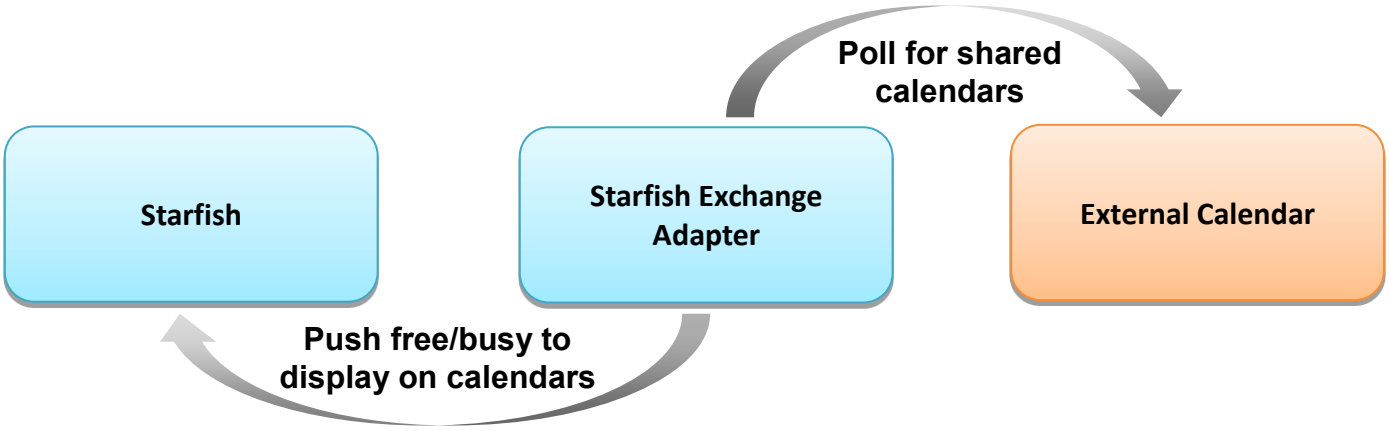
8. To add Office Hours or Group Sessions to someone's calendar, click the appropriate option just above the calendar.

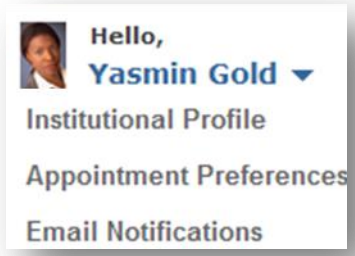
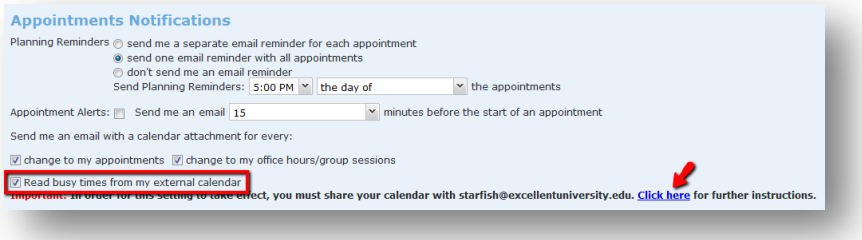


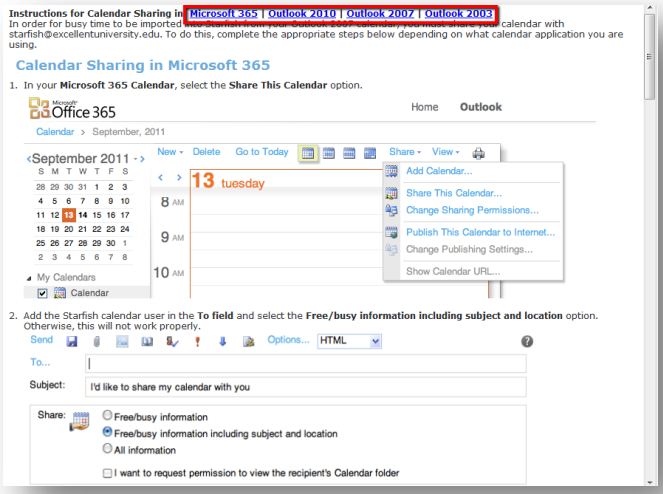
9. You will be asked to indicate the calendar for which this block will be scheduled.
10. Complete the remainder of the form, then click Submit.

Integration with Microsoft® Exchange™

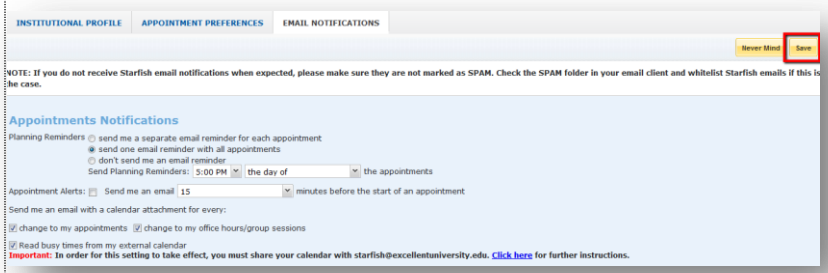
Integrating Starfish with Exchange allows calendar owners to directly share their Exchange schedule with Starfish so calendar availability is automatically sent to Starfish.



	Integrating your Exchange account with your Starfish calendar is ***opt-in only***. 1. Go to Starfish > Profile > Email Notifications.
	2. Under Appointment Notifications, check the box to "Read busy times from my external calendar" 3. In order for this setting to take effect, you must share your calendar with the designated Exchange account listed. 4. Click the link and follow the instructions given for sharing your Exchange calendar.


Instructions for Calendar Sharing in Microsoft 365 | Outlook 2010 | Outlook 2007 | Outlook 2003
Calendar Sharing in Microsoft 365
1. In your Microsoft 365 Calendar, select the Share This Calendar option.
Office 365
Home
Outlook
Add Calendar...
Share This Calendar...
Change Sharing Permissions...
Publish This Calendar to Internet...
Change Publishing Settings...
Show Calendar URL...
2. Add the Starfish calendar user in the To field and select the Free/busy information including subject and location option.
Otherwise, this will not work properly.
To...
Subject:
I'd like to share my calendar with you
Share:
Free/busy information
Free/busy information including subject and location
All information
I want to request permission to view the recipient's Calendar folder

5. The "Click here for further instructions" link will show instructions for multiple versions of Exchange. Be sure to follow the instructions for your specific version.

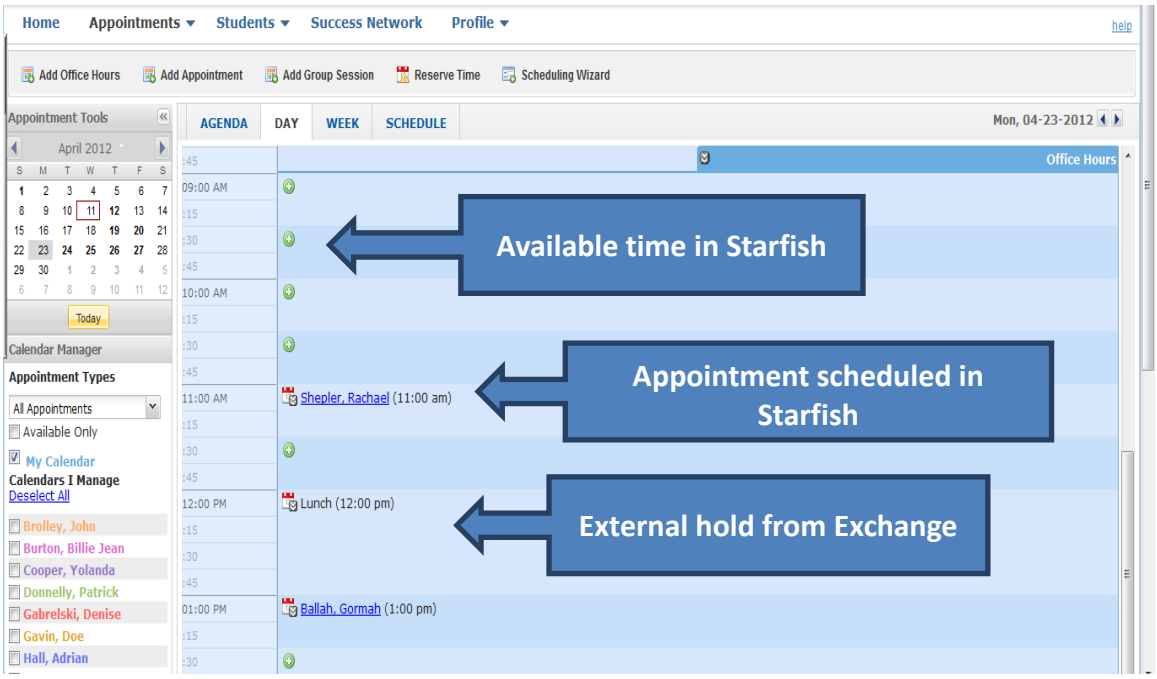

INSTITUTIONAL PROFILE
APPOINTMENT PREFERENCES
EMAIL NOTIFICATIONS
Never Mind
Save
Appointments Notifications
Planning Reminders
send me a separate email reminder for each appointment
send one email reminder with all appointments
don't send me an email reminder
Send Planning Reminders:
the day of
the appointments
Appointment Alerts:
Send me an email
minutes before the start of an appointment
Send me an email with a calendar attachment for every:
change to my appointments
change to my office hours/group sessions
Read busy times from my external calendar
Important: In order for this setting to take effect, you must share your calendar with starfish@excellentuniversity.edu. Click here for further instructions.

6. Then click Save in the top right of your Profile to submit these changes.

Once you properly share your Exchange calendar with Starfish, Starfish will establish a subscription to your Exchange calendar. Simply put, your Exchange system will issue notifications to Starfish each time your Exchange calendar is modified. Starfish will process these notifications and determine the updated free/busy information.

This allows Starfish to keep in sync with Exchange in near real time, ***preventing you from double-booking yourself***.

What does this look like to calendar owners in Starfish? See below.



FAQ

My Starfish Calendar

- ***I am trying to create Office Hours but it keeps telling me that there is a conflict: "The Office Hours block overlaps with other Office Hours blocks." I don't see any conflicts on my calendar.***

  If you are creating an Office Hour Block that spans multiple weeks, you may want to check to see if you already have appointments created during those times for any of the weeks covered by the Office Hour Block that you wish to create. For example, if you want to create an Office Hour Block for every Tuesday from 8am-noon, for the next three weeks, but you have an appointment on your Starfish calendar for 9am next Tuesday, that would conflict with the proposed block and produce this error.

Starfish and My External Calendar (e.g., Outlook, Google, Entourage)

- ***I created an Office Hours block in Starfish, but it doesn't show up on my external calendar.***
  Check the "Email Notification" settings in your Profile. The setting for Starfish to send an email with a calendar attachment for every "change to my office hours/group sessions" must be checked BEFORE creating the Office Hour Block. This allows Starfish to send an email with an attachment that can be added to your External calendar, such as Outlook/Google, so that the Office Hour Blocks are displayed there.
  If this setting was checked prior to creating the Office Hour Block, and it does not display on your external calendar, check your spam/junk mail for the associated email.

- ***I created an appointment in Starfish but it doesn't show up on my external calendar.***

  Check the "Email Notification" settings in your Profile. The setting for Starfish to send an email with a calendar attachment for every "change to my appointments" must be checked BEFORE the meeting is scheduled. This allows Starfish to send an email with an attachment that can be added to your External calendar, such as Outlook/Google, so that the appointments are displayed there.

  If this setting was checked prior to the scheduled appointment, and it does not display on your external calendar, check your spam/junk mail for the associated email.

- ***I canceled/declined a Starfish appointment via my external calendar but it wasn't cancelled in Starfish.***

  When you cancelled the appointment in your Outlook Calendar, did you decline to send a response? Starfish needs to be notified that the appointment was declined or cancelled, and this is done by selecting to email a response to Starfish that you have declined or cancelled the appointment. If you are

not sure if you sent a response, you can check your sent messages folder for the email that would have been sent to Starfish as a response.

- ***I am getting Appointment Notifications for another Starfish user. Why am I receiving a confirmation of an appointment between my colleague and a student?***

  Check your Profile settings and make sure that any institutional email or alternate email addresses are correct. If so, please verify that none of your colleagues have auto-forwarding setup that is forwarding these appointments to you.

- ***Sometimes my Starfish appointments show up on my external calendar, and sometimes they do not. It seems random. Why don't these appointments always show up in my external calendar?***

  In general, online calendars (e.g., Outlook, Google, Entourage) recommend using a single device to manage your appointments, so that you accept and decline appointments in the same manner every time. If you use a smart phone and multiple PCs to manage your calendar and email, your external calendar may have trouble keeping everything in sync, and you may find that appointments get added to your calendar and then disappear, or that they never show up at all, despite having received an email from Starfish. If this is happening, try managing all Starfish appointments from a single device to see if that improves the situation.

Integration with Microsoft Exchange

- ***I created an appointment in my Exchange Calendar (i.e., Outlook), but it doesn't show up in Starfish.***

  Have you successfully shared your Exchange Calendar with Starfish? This requires sharing your calendar in Outlook with the designated Starfish integration email address. You can see the email address of this calendar in the Email Notifications section of your Profile. In this section, you would also see a checkbox to "Read busy times from my external calendar." You should do this only after sharing your calendar with the address listed below this checkbox, and additional instructions for sharing your calendar are also located in this section, where you see "Click here for further instructions."

  Please allow some time for your calendar to be synced with Starfish for the first time. Updates to your calendar may also take a short time to appear and will not occur instantaneously.

- ***How long can I expect to wait for my Starfish calendar to sync with my Exchange calendar?***

  It can take a few minutes to update the Starfish calendar with any small updates from Exchange. This would normally take at least one minute, but can take several depending on many factors, including how fast the Exchange server responds to the Starfish system requests for data. Response time should be similar to what you experience when receiving email from colleagues outside of your institution.

- ***I try to check the box to share my "free/busy time" but it won't stay checked, and/or my calendar still isn't synced.***

This can happen if you have not effectively shared your calendar with Starfish, or if the sharing privileges have been changed since you first shared your calendar. Sharing the calendar with the "Reviewer" privilege is often a good choice, but detailed instructions are accessible in your profile, under Appointment Notifications, where you see "Click here for further instructions."

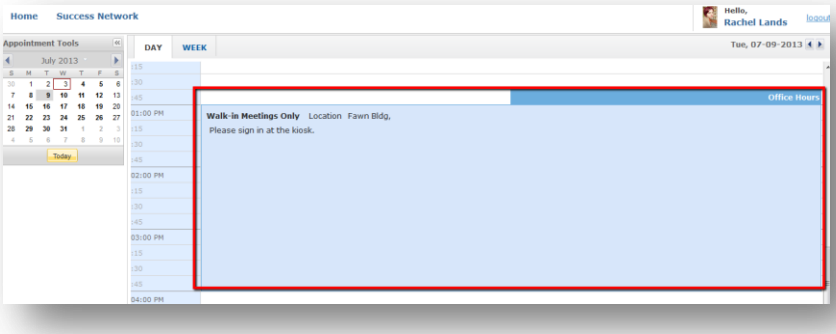
Display to Students

- ***I created Office Hours in Starfish, but students are saying that my Office Hours appear as "unavailable" to them.***

  Do you have more than one Appointment Type available to you? As in, when creating Office Hours, you see checkboxes to indicate which Appointment Types apply to this block of time (e.g., Class Related Meetings vs. Advising). If so, it may be that you have setup "Class Related" Office Hours, and therefore these appear as "unavailable" to your advisees. Remember that Appointment Types dictate which students can schedule with you during this block of time, which reasons they can choose from, and the SpeedNotes available.

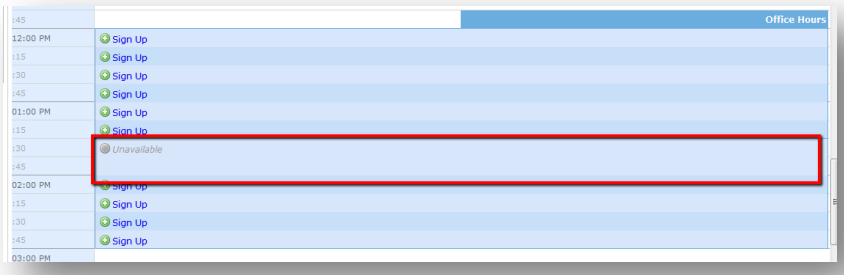
  You can also check the Appointment Preferences that you have setup in your Profile. If you have chosen to apply a scheduling deadline, such as "5:00pm the day before the office hours," students who try to schedule an appointment at 6:00pm would not be able to execute this task.

- ***How do "Walk-in Hours" display to students?***



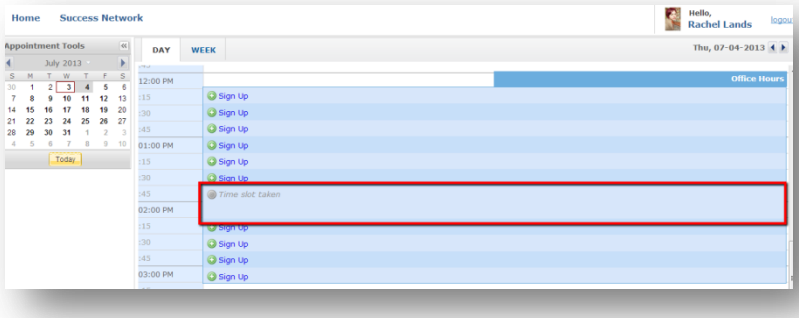
Students will see the block of time in your calendar, the location, and the associated instructions, but will not be able to schedule an appointment.

- ***What do students see when I add a Reserve Time to "hold" a portion of my Office Hours on my Starfish calendar?***



Students will see the time marked as "unavailable" where your Reserve Time is listed. In this example, the Reserve Time is scheduled from 1:30-2:00 pm.

- ***Can students see other students' information in Starfish?***



A student will never see another student's information in Starfish. A student will simply see "time slot taken" on your calendar where another student has already signed up.